

**2002/2003 Healthy Connections
24 Hour Monitoring Quality Assurance Report**

The following charts represent the results of the semi-annual monitoring calls to Healthy Connections providers for waiver period 2002/2003. The requirement (per the HC waiver and HC provider agreement) is that providers:

“make available 24-hour, 7 days per week access by telephone to a live voice (an employee of the PCCM or an answering service) or an answering machine which will immediately page an on-call medical professional for information, referral, and treatment of medical emergencies; referrals for non-emergency services; or to information about accessing services or how to handle medical problems during non-office hours”

The Regional Health Resources Coordinator is required to make after hours monitoring calls to 100% of all providers semi-annually during the 1st and 3rd Quarters of the year.

Healthy Connections After Hours Monitoring Report 1st Quarter 2002				
Region	No. Calls Made	No. In Compliance	No. Out of Compliance	Corrective Actions Taken
I	21	19	2 (9%)	Provider forgot to turn on machine. Corrected.
II	37	34	3 (8%)	Clinic made corrections.
III	24	24	0	N/A
IV	56	55	1 (2%)	Clinic made corrections.
V	30	19	11 (36%)	8 of 11 clinics out of compliance made corrections. Still working with 3 clinics
VI	43	41	2 (5%)	One clinic forgot to put machine on the night the calls made. Checked again and was OK. One clinic needed FU call from Medical Director – now in compliance.
VII	29	25	4 (14%)	3 clinics corrected their after hours message. 1 clinic went out of business.

Healthy Connections After Hours Monitoring Report 2nd Quarter 2002				
Region	No. Calls Made	No. In Compliance	No. Out of Compliance	Corrective Actions Taken
I	26	24	2	2 providers had forgotten to turn on their machines the night of the monitoring call. This was corrected.
II	31	30	1 (3%)	Rep. called provider. Clinic made corrections
III				No data received
IV	35	35	0	N/A
V				No data received
VI				Data lost
VII				No data received

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Healthy Connections After Hours Monitoring Report 1st Quarter 2003				
Region	No. Calls Made	No. In Compliance	No. Out of Compliance	Corrective Actions Taken
I	32	26	6	Rep. called providers - corrections made.
II	31	31	0	N/A
III	45	39	6	Rep. did not report follow-up
IV	39	36	3 (8%)	Rep. called providers – corrections made
V	35	31	4 (11%)	Called providers – corrections made
VI	32	28	4 (13%)	Called providers – clinic made corrections
VII	32	28	4 (13%)	Called providers – 3 made corrections. Still working with one provider

Healthy Connections After Hours Monitoring Report 3rd Quarter 2003				
Region	No. Calls Made	No. In Compliance	No. Out of Compliance	Corrective Actions Taken
I	29	27	2 (7%)	Rep. called provider. Clinic made corrections
II	33	32	1 (3%)	Rep called provider. Clinic made corrections
III	46	44	2	One clinic made corrections – 2 nd clinic still out of compliance – No action taken by Rep.
IV	54	50	4 (7%)	Rep called providers. Clinic made corrections
V	35	30	5 (14%)	Rep. called providers. Clinic made corrections
VI	39	35	4 (10%)	Rep. called providers. Clinic made corrections
VII	39	33	6	Rep. called providers. 5 clinics made corrections – 1 clinic no longer open.

Analysis

Analysis of data submitted over the past two years suggests the following:

1. Interpretation of compliance with after hour's coverage varies from Region to Region.
2. Not all regions consistently follow –up with providers to assure permanent corrections.
3. Past analysis of compliance is not sufficient. It did not include QI activities; track provider specific trends.
4. In the past CO did not take corrective action when monitoring data not received from the region.

Recommendations

1. Better define definition of acceptable after hours coverage and provide training to HRCs.

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2. Develop policy interpretation memorandum that assures understanding of follow-up and corrective action expectations of HRCs when dealing with non-compliant providers (see attached proposed PIM).
3. RMS Managers/Supervisors monitor submission of monitoring reports to CO.
4. Develop QA and QI process analysis, trending and reporting 24-hour availability.